

Complaint - Guest confidential information leaked to 3rd party

Written by Administrator

Friday, 11 September 2009 11:29 - Last Updated Saturday, 23 January 2010 00:57

I am a current customer of airasia and have an account with airasia website for online ticket booking purposes. 30 minutes ago, a man called my mobile number and claimed to be an agent for a company offering products such as insurance and hotel resort memberships. While explaining his products, i asked him where did he obtained my personal information and he perlied he got it from airasia. Being curious, i asked him what other information that he knew about me and it seems that me knows not only me full name, but also my general flight information i had with airasia as well as my IC number in full!!! I stressed to him that a big company like airasia will have a very strict P&C policy, and this conversation is not allowed under airasia's policy. He got panicked and subsequently ended our conversation. Less than 5 minutes later, I've received another phone call, this time a man claiming to be an agent from a newly opened fitness center in Pavillion Mall. He asked me if i was interested in a 7 day trial membership and subsequently asked if i had and Visas or MasterCard. I quickly ended the conversation, stating that i am already a member with other fitness center. These calls seems dubious to me because a trial membership of merely 7 days are usually free for any fitness center. The second thing is that usually phone operator do not have access to customer's confidential numbers such as IC numbers. Finally, the call i received had an unusual huge amount of background noise, which indicates that the call are made from an open space, like a public food court. Call centers are usually quiet to optimize the quality of the conversation as well as for recording purposes. I view this matter very seriously as many things can be done under my name with just my IC number alone. Either there is a security breach on airasia online guest database, or someone has deliberately has taken or somehow harvested my information on your website's database to be sold to 3rd party for any purpose, including phone scamming. I would like your company's IT security to check for security leak and would also want your company to update me on the current status of my confidential information on your database.

Thank you,
Concerned Customer,

14 Feb 2008